

uprisehealth



Welcome back, John!

Jump back in



**Mindset**

Retrain unhelpful thoughts

20 mins | 3 exercises



**Manage Stress**

Retrain unhelpful thoughts

20 mins | 3 exercises

# CLAREMONT

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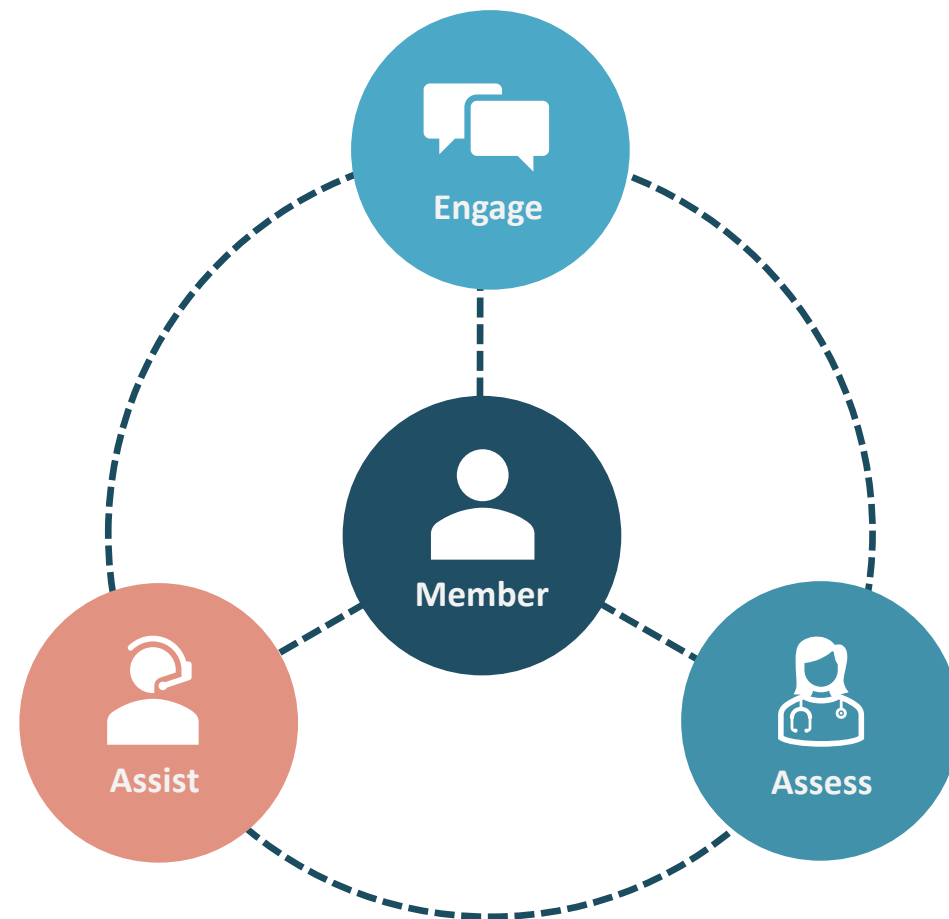
## Employee Assistance Program (EAP)

Contra Costa Community College District

# Overview

## We all face challenges - and every employee is different.

- Sometimes just a phone call or access to resources are needed
- Other times, counseling services are a better solution
- We connect your employees with the level of care they need
- Services are available to employees and dependents
- Round-the-clock, confidential access



# Early Intervention

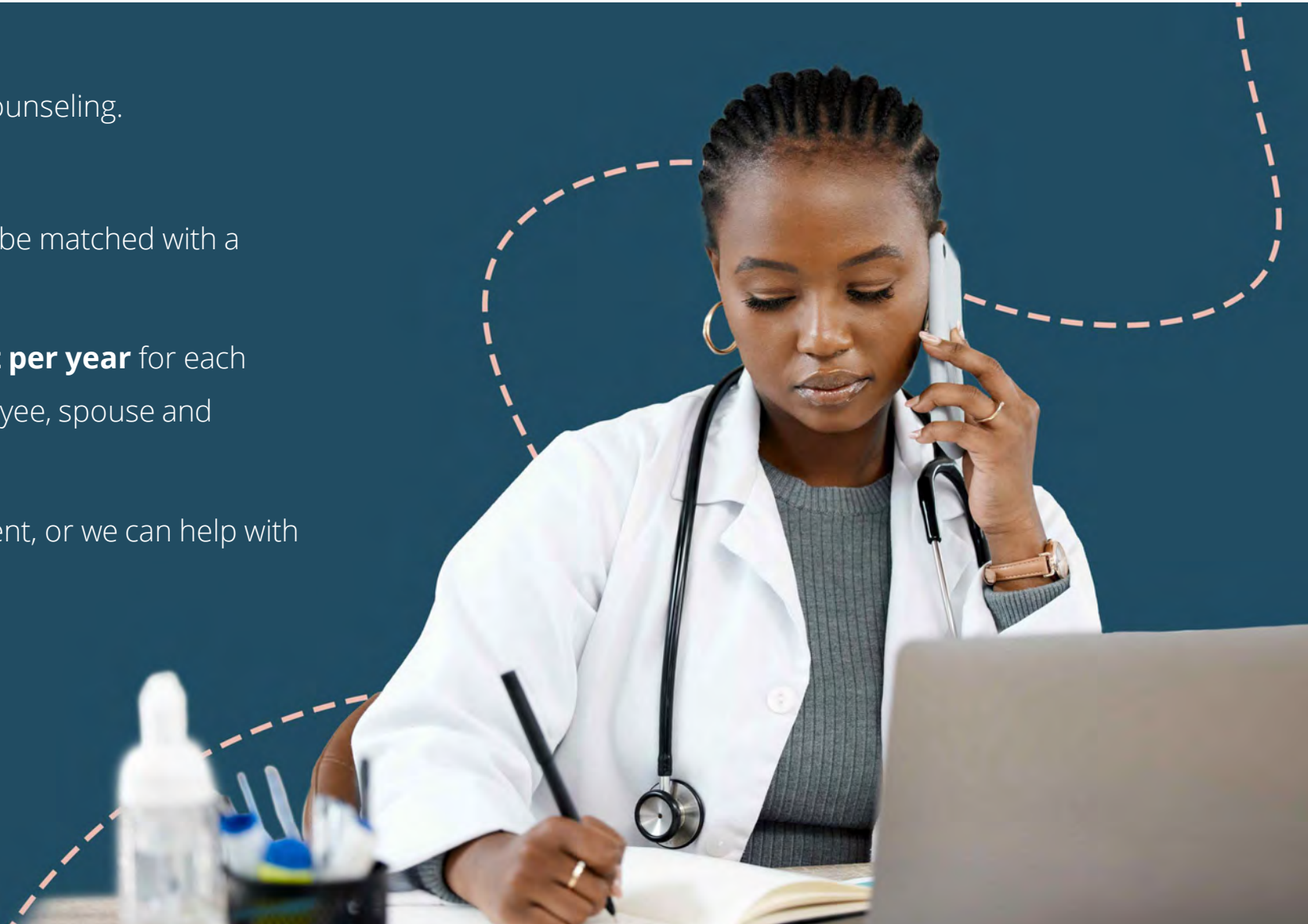
## Common Reasons to Connect with Your EAP

- Personal issues such as stress, anxiety, life planning, etc.
- Legal problems such as contracts, disputes, lawsuits
- Help with responding to an employer mandatory referral
- Understanding and assistance with family conflicts
- Counseling to improve a marital relationship
- Counseling/consultation for work-related conflict or issues
- Help in dealing with alcohol and/or drug problems
- Stressful interpersonal relationship issues
- Financial pressures and problems
- Information for child or elder care services



# Short-Term Counseling

- Convenient, secure access to short-term counseling.
- Phone, video and face to face sessions.
- Member will be asked about their needs to be matched with a counselor.
- Eligible for up to **10 sessions per incident per year** for each member of the household, including employee, spouse and unmarried dependents up to age 26.
- Member can schedule their own appointment, or we can help with scheduling.





# Online Peer Support Groups

Employees can join online support groups with others who have similar issues to share ideas, support, and encouragement.

Offering a wide variety of groups, which are confidential and led by certified peer specialists or recovery coaches:

- Addiction Recovery
- Anxiety
- Depression
- Front Line Employees/First Responders
- Grief and Loss
- Parenting



# Log in to Member Portal

<https://claremonteap.personaladvantage.com/>

Navigate to Personal Advantage page. Click "Register" & Enter Company Name: CONTRACOSTA



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**WELCOME**

This is available to you and your family through your EAP. To access more than 20,000 resources to help with any life event, please login or register.

**REGISTER**

**RECOVER PASSWORD**

**Sign In**

 **User Name:**

 **Password:**

[Recover Password](#)

☐ Keep me signed in for thirty (30) days unless I sign out. (Uncheck if on a shared computer)

**SIGN IN**


**Register**

**User Name**

**Company Name**

**Password**

**Verify Password**

**Reminder**  
What is your mother's maiden name' 


**Passphrase**


☐ I agree to the terms of use  
☐ Sign me in for 30 days

**REGISTER**

**CANCEL**

**Sign In**

 **User Name:**

 **Password:**

[Recover Password](#)

☐ Keep me signed in for thirty (30) days unless I sign out. (Uncheck if on a shared computer)

**SIGN IN**

# Work-Life Resources

**Support for work-life issues that impact a members' ability to stay present and productive at work, including:**

- Legal Services
- Financial Services
- Online Legal Forms
- Child and Parenting Resources
- Adult and Elder Care Services
- Training and Webinars



# Legal Services

- **Legal Services (Non-Employer Related Issues)**

- You will be asked about your needs to be matched with a legal consultant

- **Consultation**

- 30min consultation per each separate legal matter at no cost, 25% reduction from the normal hourly rate if attorney or mediator is retained

- **Covered Issues**

- |                   |                          |                         |
|-------------------|--------------------------|-------------------------|
| • Family Law      | • Administrative         | • Patents               |
| • Civil           | • Taxes                  | • Business              |
| • Estate Planning | • Bankruptcy             | • Immigration           |
| • Landlord Tenant | • Probate                | • Social Security       |
| • Real Estate     | • Bodily/Personal Injury | • Military Law          |
| • Criminal        | • Elder Abuse/Law        | • Intellectual Property |

- **Legal Forms**

- Access to free personal and business forms

- **Additional Services**

- Pre-paid legal, small business owner legal, identity theft solutions, & educational classes



# Financial Services

- **Member Experience**

- Members are connected to our financial resource network
- After intake process a coaching consultation is scheduled & member is granted access to online financial platform

- **Tools Available**

- Webinars, toolkits, & comprehensive library of resources for financial education

- **Personal Money Coach**

- Unlimited access to Claremont's financial resource network with a personal money coach
- Personal money coaches help members: identify financial goals, assess current financial situations, & provide detailed action plans
- Online Interactive Calculators to crunch numbers on everything from auto loans to savings goals.
- Free

**We're here to help.**

Call: 1-800-834-3773

Web: [claremonteap.personaladvantage.com](http://claremonteap.personaladvantage.com)

# Child & Parenting Services

## • Child & Parenting Support Resources

- Articles on adoption, choosing a babysitter, single parenting, & other parental issues
- View webinars on a variety of different parenting topics
- Access forms for Childcare Agreement, Childcare Instructions, & much more
- Join an online peer support group for parents
- Support for school issues, adoption, college planning, teenager challenges, summer camps, daycare, & other important family issues



# Adult & Eldercare Services

## **Our eldercare resources include the following support:**

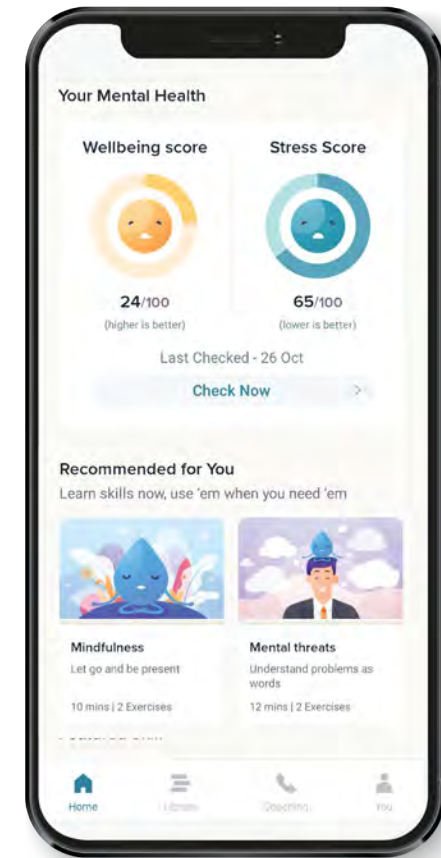
- Identifying assisted living, rehabilitation, nursing home and other living arrangements
- Meal services, such as meals on wheels
- Senior transportation
- In-home support, including housekeeping services
- Medication delivery
- Companionships and assistance with everyday tasks

# How to Get Started

1. Visit [app.uprisehealth.com](https://app.uprisehealth.com) or download the Uprise Health mobile app



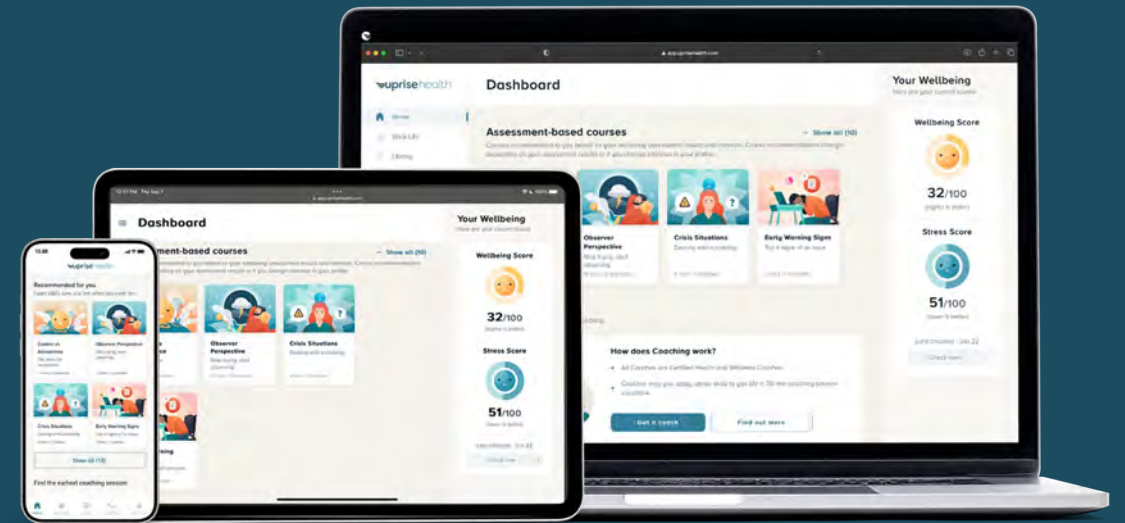
2. Create an account with your email and the assigned employer code
3. Take the assessment and check your wellbeing score
4. Get started on your first mental fitness skill
  - Watch videos, listen to audio and complete interactive exercises for the recommended skills determined by your personal preferences.
5. Speak with a coach via phone or asynchronous chat
  - Message your coach through asynchronous chat. You will receive a message back within one business day. Or select your coach and schedule a phone appointment directly through the mobile app or web portal. You can also change your coach based on your preferences.



# Digital Mental Health Services

Your Digitally Enabled EAP comes with access to the Uprise Health app that is designed to help reduce stress and keep you healthy. Bite-sized learning is available from your desktop or mobile app, and includes self-guided skills training to develop your resilience, stress management and mental fitness.

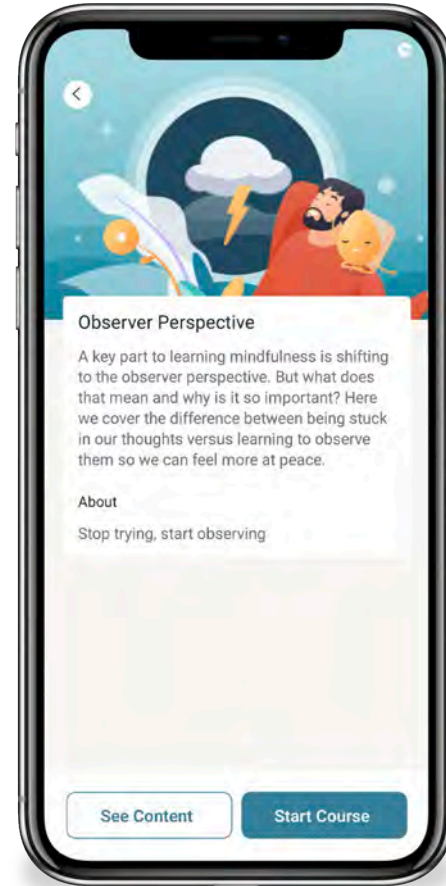
- Access is confidential.
- Visit **app.uprisehealth.com** or download the Uprise Health app on Google Play or Apple App Store.
- Create an account with your email and the assigned employer code respectively.
- Complete the assessment and check your wellbeing score.
- Receive your own personalized recommendations.
- Get started on your mental health and skill building with videos, audio and interactive exercises based on your personal preferences.





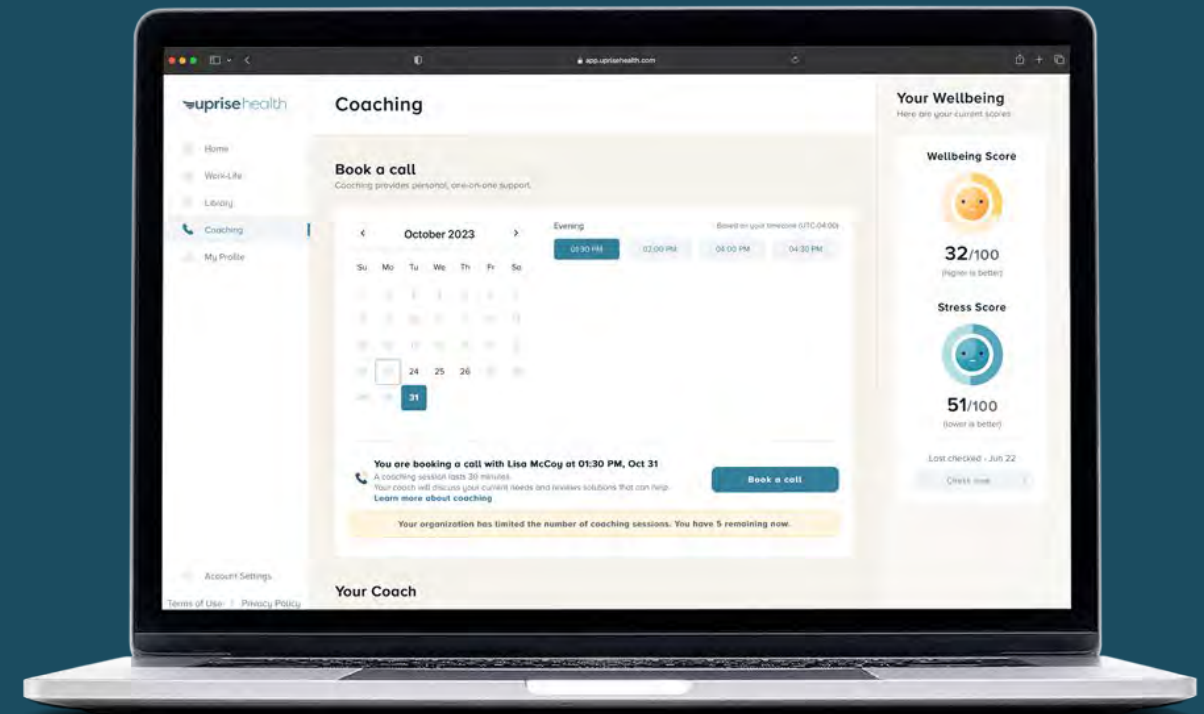
# Self-Guided Digital Courses

- On-demand, CBT evidence-based skills training via app or web
- Users get access to a toolkit of proven skills based on a range of conditions
- Track progress over time and record achievements
- Built-in communication and education prompts to stay in front of members



# Scheduling a Coach

- Coaches support employees through the skills modules
- All coaching is accessed and booked online
- Employees choose their level of support
- Options for chat or phone-based coaching
- Eligible for **10 coaching sessions**



# Coaching vs Counseling/Consultations

Coaching	Counseling/Consultations
Skills improvement is the primary outcome; symptom reduction is the secondary outcome	Symptom reduction is the primary outcome
Licensed coaches located within the USA	Therapy providers are licensed clinicians at master's level or above located within same state as the member
Session content is focused on teaching members how to learn and apply skill to a current stress situation	Session content is tailored to the member; comprehensive assessment; typically follows evidence-based protocols
Available via telehealth/digital app	Available via face-to-face sessions
Sessions are 30 minutes in duration	Sessions are 50-60 minutes in duration
Sessions are facilitated by digital content; member is encouraged to complete prior to the coaching session	Sessions are supported by digital content; member not required to use or complete content before sessions
Coaches can be searched according to member preferences	Therapists are recommended by the intake officer (with searchable database available by Q4 2021)
Session availability for can be viewed in real time and bookings are instant	Session preferences are collected by the intake officer; SMS message sent when booking is confirmed
Members get email and SMS appointment reminders; feedback is collected after the session to ensure quality	Members are sent an email confirmation of their booking
Digital assessments are at taken before starting; then every 2 – 4 weeks to measure outcomes	Digital assessments for therapy provided via telehealth

# Personal Advantage Webinars

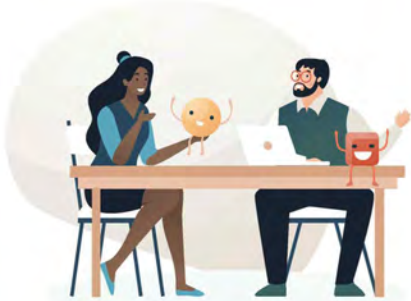


## Upcoming Personal Advantage Webinars

- Jan- Identity Theft
- Feb- Understanding Neurodiversity
- March-Developing Critical Thinking Skills
- April - The Latest in Sleep Science
- May - Fostering an LGBTQIA+ Inclusive Workplace
- June- Holding Your Head High: Communicating with Confidence in the Workplace
- July- Social Media for Parents
- Aug - What EQ can do for You: Strategies for Enhancing Emotional Intelligence
- Sep- Finding Harmony: Being a Parent and a Professional
- Oct- Your Elder Loved One's Desire: Live Independently
- Nov- Mindful Eating
- Dec- Family Ties



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- 800.834.3773
- [uprisehealth.com/members](https://uprisehealth.com/members)
- Access Code: **CONTRACOSTA**